

**Nebraska Information Technology Commission**

**Project Proposal Form**

**New or Additional State Funding Requests  
For Information Technology Projects**

**FY2003-05 Biennium**

<b>Project Title</b>	<b>Help Desk Call Tracking System</b>
<b>Agency/Entity</b>	<b>HHSS/F &amp; S/Information Systems &amp; Technology Services</b>

**Project Proposal Form**  
**FY2003-05 Biennium****Section I: General Information**

Project Title	Help Desk Call Tracking System
Agency (or entity)	HHSS/F&S/Information Systems & Technology

Contact Information for this Project:

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**Section II: Executive Summary**

The purpose of this project is to replace the current "homegrown" Lotus Notes based call-tracking system with a new improved version. A better call tracking system will reduce Help Desk costs and increase efficiency.

The current system was developed by Andersen Consulting in Lotus Notes version 3.0. It is expensive to maintain and nearly impossible to change. Changes are needed to keep this system current with the ever-changing technology support demands of HHSS.

**Section III: Goals, Objectives, and Projected Outcomes (15 Points)**

1. Describe the project, including:
  - Specific goals and objectives;
  - Expected beneficiaries of the project; and
  - Expected outcomes.

The specific goal of this project is to replace the current Lotus Notes databases used for Help Desk call tracking. The beneficiaries of the project are all of the Help Desks in HHSS and the staff of IS&T. They will benefit from a system that is easier to use, more robust, can be accessed via the internet for timely update of calls. The system will be interfaced with the Computer Asset Management System (CAMS) for tracking of hardware, software and repair history. Management will benefit from this system by use of the statistics that can be generated. Ultimately the staff of HHSS will benefit from faster turnaround time of computer fixes due to better tracking and reporting of problems.

2. Describe the measurement and assessment methods that will verify that the project outcomes have been achieved.

All HHSS Help Desks will be functioning with the new system. Management will be able to get the reports they need. Technicians will be able to manage their work. Customers will have updated answers for their problems. Call volume will become more manageable.

3. Describe the project's relationship to your agency comprehensive information technology plan.

This project is included in the HHSS Comprehensive IT Plan in the Technology renewal section.

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**Section IV: Project Justification / Business Case (25 Points)**

4. Provide the project justification in terms of tangible benefits (i.e. economic return on investment) and/or intangible benefits (e.g. additional services for customers).

Currently we spend approximately \$3000 a month to maintain our old system. With a new system, we would pay an annual maintenance fee for support and upgrades. This fee would vary depending on the system chosen, but research shows it could be around \$15,000 for two years of support. This is a savings of over \$25,000 per year.

Our customers will benefit from this system because there will be a self-service module which allows them to quickly enter their own problem tickets without having to call the Help Desk. They will also benefit from faster turnaround of problems because of better organization of calls by the technicians and more information readily available to the Help Desk coordinator.

5. Describe other solutions that were evaluated, including their strengths and weaknesses, and why they were rejected. Explain the implications of doing nothing and why this option is not acceptable.

The alternative solution discussed was to rewrite the current system. Evaluation of the current system shows that it cannot be fixed as is, it would have to be completely rewritten. There are many "off the shelf" products available for Help Desk call tracking. Our analysis showed that rewriting the current system would cost more and is more difficult to support than to buy a package from a software vendor.

We must replace this system. Maintenance and customization is almost impossible now because of the old version of code in which it was written. Soon it will not run at all as Lotus Notes continues to change and evolve.

6. If the project is the result of a state or federal mandate, please specify the mandate being addressed.

N/A

**Section V: Technical Impact (20 Points)**

7. Describe how the project enhances, changes or replaces present technology systems, or implements a new technology system. Describe the technical elements of the project, including hardware, software, and communications requirements. Describe the strengths and weaknesses of the proposed solution.

A new Help Desk system would be Internet accessible. The current system is not. This is very important for our technicians working in the field to be able to update and view new calls in a timely manner. This is also important to the customer, because the Internet can be used to enter his or her own problem ticket and research possible solutions without having to talk to a Help Desk coordinator. An interface to CAMS will be included, thus allowing a tie between hardware asset information when a caller reports a problem.

A server will probably be required. The software will run on our current desktop operating system.

8. Address the following issues with respect to the proposed technology:
- Describe the reliability, security and scalability (future needs for growth or adaptation) of the technology.
  - Address conformity with applicable NITC technical standards and guidelines (available at <http://www.nitc.state.ne.us/standards/>) and generally accepted industry standards.

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- Address the compatibility with existing institutional and/or statewide infrastructure.

Support and maintenance will be included in the purchase. This allows for future growth and customization. We are looking at solutions running on Lotus Notes. This would make the change easy for everyone, since Lotus Notes is used statewide for e-mail and many workflow applications.

**Section VI: Preliminary Plan for Implementation (10 Points)**

9. Describe the preliminary plans for implementing the project. Identify project sponsor(s) and examine stakeholder acceptance. Describe the project team, including their roles, responsibilities, and experience.

Sponsors of the project would be James Ohmberger and Jane Clifford. The stakeholders would be staff of IS&T and the Help Desks. Staff from CHARTS Production Support, NFOCUS Production Support and IS&T would make up the project team to ensure that all areas are represented.

10. List the major milestones and/or deliverables and provide a timeline for completing each.

Business Area Analysis  
System Design  
Installation and Customization  
Training  
Implementation  
Post Implementation Support

All timelines will vary depending on the complexity of the selected system.

11. Describe the training and staff development requirements.

It is essential that a comprehensive approach to system administrator and user training is included and initial support for this training is provided by the selected vendor.

12. Describe the ongoing support requirements.

We expect that some degree of support may be required after implementation and will investigate what vendors offer. This may include system customization or routine software maintenance.

**Section VII: Risk Assessment (10 Points)**

13. Describe possible barriers and risks related to the project and the relative importance of each.

Barriers would include: Insufficient funding  
Lack of staff resources

Risks would include: Loss of critical project staff  
Loss of Funding  
Poor choice in software vendor, i.e., lack of support, service out of business before project is complete.

14. Identify strategies that have been developed to minimize risks.

Tight project planning, tracking and control

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Project timelines less than 12 months  
Technically qualified project staffing  
Top down buy-in  
Significant metrics available for decision making and proper planning

**Section VIII: Financial Analysis and Budget (20 Points)**

15. Financial Information

Financial and budget information can be provided in either of the following ways:

This information is just an estimate based on research into the average cost of Help Desk Call Tracking Systems for an organization the size of HHSS. Actual cost will vary depending on selection of the vendor.

Server -	\$ 6,000
Licenses – 45 users @ \$700 per license –	\$31,000
Add'l software – 45 users @ \$210 per license –	\$ 9,450
Maintenance agreement (for two years) -	\$ 14,550
Training (including travel expenses for two people) -	\$14,000
Total -	\$75,000

16. Provide a detailed description of the budget items listed above. Include:

- An itemized list of hardware and software.
- If new FTE positions are included in the request, please provide a breakdown by position, including separate totals for salary and fringe benefits.
- Provide any on-going operation and replacement costs not included above, including funding source if known.
- Provide a breakdown of all non-state funding sources and funds provided per source.

No additional FTEs would be required. The maintenance agreement would be an ongoing operational cost. There would be no non-state funding sources.

17. Please indicate where the funding requested for this project can be found in the agency budget request, including program numbers.

The agency budget is found under 26-62-03.